## STAR Kids Weekly Operational Dashboard

	Week Ending	10	/27	11	1/2	11	1/9	1	1/16	11	/23	11	/30	12	2/7	12	2/14	12	2/21	12	/28	1/4
			unt			Co			ount		unt		ount		unt		ount		ount		unt	Count
	Contact Reason		)(P)	` '	. ,	(M)	1	`	1)(P)	•	)(P)		)(P)		)(P)		)(P)		l)(P)	(M)		(M)(P)
	Member Access to Care Coordination	0	0	1	0	1	0	1	0	4	0	1	0	3	1	1	0	2	0	0	0	3 0
	Member Access to Prescriptions	0	0	0	0	0	0	3	0	3	0	2	0	3	0	4	0	8	0	3	0	4 0
	Member Access to Prov/Long Term Serv & Su	2	0	4	0	5	0	3	0	3	0	4	1	0	0	0	0	4	0	4	0	1 0
	Member Notice / Information Request	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0 0
Ombudsman	Member Disagrees with Policy / EOB	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1 0
Complaints	Member Fair Hearings / Appeals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0
	Member Treatment Inappropriate / Ineffective	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0
	Member Eligibility / Enrollment	0	0	1	0	3	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2 0
	Member or Provider Medicaid Therapy Rates	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0 0
	Provider Enrollment / Billing	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	3	1	0	0 0
	Member or Provider Other	0	0	0	0	0	0	0	0	0	0	1	0	1	1	1	0	0	0	0	0	0 0
	TOTAL	3	0	7	0	10	0	7	0	11	0	11	1	9	3	6	0	16	3	8	0	11 0
	Complaint Decean				Count (M)(P)		Count (M)(P)		Count		Count (M)(P)		Count		Count (M)(P)		Count (M)(P)		Count (M)(P)		Count C (M)(P) (N	
	Complaint Reason	_ `	)(P)	· ·				•	1)(P)	_ `	, ,	Ť	)(P)	, ,		`	<u> </u>	_	<u> </u>	` '	` '	(M)(P)
MCO Member	Quality of Care	0	0	0	0	0	3	2	0	2	0	1	0	2	0	3	0	1	0	2	1	0 0
& Provider Complaints	Accessibility/Availability	0	1	0	0	0	0	0	0	0	0	0	4	0	2	0	5	0	3	0	2	1 0 0 1
Complaints	Claims Processing Other	1	1	0	0	1	3	3	1	3	1	2	1	4	1	5	4	7	6	8	9	3 8
	TOTAL	2	2	1	1	1	6	5	2	8	1	4	5	10	3	8	10	9	9	10	12	4 9
	TOTAL			<u> </u>	'	'	U	J	2	U	'	7	J	10	J	U	10	J	J	10	12	7 3
5.		Co	unt	Со	unt	Со	ount	С	ount	Co	unt	Co	ount	Со	unt	Co	ount	C	ount	Со	unt	Count
Health Plan	Complaint Reason	(M)	)(P)	(M)	)(P)	(M)	)(P)	(N	1)(P)	(M)	)(P)	(M)	)(P)	(M)	)(P)	(M	)(P)	(N	1)(P)	(M)	(P)	(M)(P)
Management Member &	Access to Care	3	0	6	0	7	0	2	0	11	0	3	1	9	2	4	0	7	2	3	0	1 0
Provider	In-Network/Specialty Provider	0	0	0	0	0	0	2	1	3	0	0	0	1	0	2	2	1	0	0	0	3 0
Complaints	Member Enrollment Issues	0	0	2	0	2	1	3	0	4	2	3	0	5	1	12	0	4	0	3	0	1 0
	Denial of Claim	0	0	0	0	0	0	0	0	0	0	1	0	1	6	1	0	0	0	0	2	2 0
*Provider	Provider Enroll./Credentialing*	0	10	0	8	0	5	0	1	0	3	0	2	0	4	0	0	0	1	0	1	0 0
Only **Member	Disenrollment Requests**	0	0	0	0	1	0	2	0	2	0	0	0	0	0	2	0	0	0	0	0	0 0
Only	Other	0	2	2	4	1	3	1	3	1	2	1	5	3	0	7	12	5	6	0	2	3 10
· · · · · ·	TOTAL	3	12	10	12	11	9	10	5	21	7	8	8	19	13	28	14	17	9	6	5	10 10
MCO Member	Category	Co	ount	Со	unt	Co	ount	С	ount	Co	unt	Co	ount	Co	unt	Co	ount	C	ount	Co	unt	Count
Call Center	Calls Received	9	72	11	32	96	679	1	1464	98	376	43	385	93	90	84	413	6	499	48	50	4020
Data	Average Hold Times (in seconds)	28	3.74	37	.77	54	.20	2	6.60	29	.10	21	.40	35	.10	23	3.44	7	.93	5.	43	8.69
	Outreach Calls Made		0	17	77	34	788	13	4283	136	3117	43	475	22	848	19	880	15	147	14	434	8599
MCO Screening &	Category	Co	ount	Co	unt	Co	ount	l c	ount	Co	unt	Co	ount	Co	unt	Co	ount	Lc	ount	Co	unt	Count
Assessments	Number of SAIs Scheduled		0	_	8		588		582		970		761		67		721		657		214	3880
(SAIs)	No. of SAIs completed		0	_	0		50	_	531		06		89		303	_	333	_	885		41	1564
									<u> </u>													
Enrollment &																						
Eligibility	Inquiry Type		ount	_	unt	_	ount		ount		unt		ount		unt	_	ount	_	ount		unt	Count
Inquiries	Email Inquiries Received by Command Center # of Manual Enrollments by Command Center		52		23		53	_	59		3		31		81	_	49		42		6	39
Received	# of Manual Enrollments by Command Center	4	10	1	0	1	14		11		20	2	10	Ì	8		9		14		8	7
Other Critical Updates/Items of Note																						

As of: 2/28/2017

## STAR Kids Weekly Operational Dashboard

1/	11	1/	1/18 1/25 2/1		/1	2/	/8	2/	15	2/	22			
	unt		unt		unt		unt		unt		unt		unt	
(M)	)(P)	(M)	(P)	(M)	(M)(P)		(P)	(M)	(P)	(M)	)(P)	(M)	(P)	TOTAL
0	0	0	0	0	0	0	0	1	0	0	0	0	0	19
2	0	4	0	2	0	2	0	2	0	2	0	5	0	49
7	0	1	0	9	0	4	0	4	0	5	0	7	0	68
0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
0	0	1	0	0	0	0	0	0	0	0	0	0	0	5
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0	0	0	0	0	8
1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
0	0	1	1	0	1	3	0	1	0	0	0	0	0	14
0	0	0	0	1	0	0	0	0	0	0	0	1	0	6
11	0	7	1	12	1	9	0	8	0	7	0	13	0	175
_		_	_	_	_	_								
	ount		unt		unt	Count (M)(P)		Co			unt		unt	TOTAL
(M)	)(P) 1	(M) 1	(P) 0	(M) 0	)(P) 1	(M) 3	)(P) 0	(M) 1	(P) 1	(M) 5	)(P) 0	(M)(P)		TOTAL 30
0	0	0	1	1	0	1	0	2	1	0	3	0	0	30 25
1	8	0	11	0	1	0	2	3	2	1	9	1	2	60
7	9	4	14	6	15	2	26	5	4	6	1	5	1	177
8	18	5	26	7	17	6	28	11	8	12	13	8	3	292
Ľ	• •			ن						•-		·	_	
	unt		unt		unt		unt	Count			Count		unt	
(M)	)(P)		(P)	(M)	)(P)	(M)	(P)	(M)	(P)	(M)	)(P)		(P)	TOTAL
5	0	8	2	5	2	4	0	7	0	5	1	11	0	111
-		-	_	4 .			0				0	1	1	22
3	0	0	0	1	0	1	0	0	0	0				
3	0	0	0	1	0	0	0	0	0	0	0	1	0	47
3 2 0	0	0	0	1	0	0	0	0	0	0	0	0	0	47 23
3 2 0	0 0 1	0 0	0 2 0	1 0 0	0 2 1	0 0	0 4 1	0 0	0 0 1	0 1 0	0 0	1 0 0	0 1 1	47 23 40
3 2 0 0 2	0 0 1 0	0 0 0 2	0 2 0	1 0 0	0 2 1 0	0 0 0	0 4 1 0	0 0 0	0 0 1 0	0 1 0 1	0 0 0	1 0 0	0 1 1 0	47 23 40 13
3 2 0 0 2 7	0 0 1 0 5	0 0 0 2 12	0 2 0 0	1 0 0 0 4	0 2 1 0 6	0 0 0 0 8	0 4 1 0 9	0 0 0 0	0 0 1 0 15	0 1 0 1	0 0 0 0 0	1 0 0 1	0 1 1 0 5	47 23 40 13 170
3 2 0 0 2	0 0 1 0	0 0 0 2	0 2 0	1 0 0	0 2 1 0	0 0 0	0 4 1 0	0 0 0	0 0 1 0	0 1 0 1	0 0 0	1 0 0	0 1 1 0	47 23 40 13
3 2 0 0 2 7	0 0 1 0 5	0 0 0 2 12	0 2 0 0	1 0 0 0 4	0 2 1 0 6	0 0 0 0 8	0 4 1 0 9	0 0 0 0	0 0 1 0 15	0 1 0 1	0 0 0 0 0	1 0 0 1	0 1 1 0 5	47 23 40 13 170
3 2 0 0 2 7 19	0 0 1 0 5	0 0 0 2 12 22	0 2 0 0	1 0 0 0 4 11	0 2 1 0 6	0 0 0 0 8 13	0 4 1 0 9	0 0 0 0 1 8	0 0 1 0 15	0 1 0 1 1 8	0 0 0 0 0	1 0 0 1 1 15	0 1 1 0 5	47 23 40 13 170
3 2 0 0 2 7 19	0 0 1 0 5 6	0 0 0 2 12 22	0 2 0 0 6 10	1 0 0 4 11	0 2 1 0 6 11	0 0 0 0 8 13	0 4 1 0 9	0 0 0 0 1 8	0 0 1 0 15 16	0 1 0 1 1 8	0 0 0 0 17 18	1 0 0 1 1 15	0 1 1 0 5 8	47 23 40 13 170 426
3 2 0 0 2 7 19	0 0 1 0 5 6	0 0 0 2 12 22 Co	0 2 0 0 6 10	1 0 0 0 4 11	0 2 1 0 6 11	0 0 0 0 8 13	0 4 1 0 9 14	0 0 0 0 1 8	0 0 1 0 15 16	0 1 0 1 1 8	0 0 0 0 0 17 18	1 0 0 1 1 15	0 1 1 0 5 8	47 23 40 13 170 426
3 2 0 0 2 7 19 Co 61	0 0 1 0 5 6	0 0 0 2 12 22 Co 78	0 2 0 0 6 10	1 0 0 4 11 Co 67	0 2 1 0 6 11	0 0 0 8 13	0 4 1 0 9 14	0 0 0 0 1 8 Co 73	0 0 1 0 15 16	0 1 0 1 1 8	0 0 0 0 17 18	1 0 0 1 1 15 Co 68 20	0 1 1 0 5 8	47 23 40 13 170 426 TOTAL 120728
3 2 0 0 2 7 19 Co 61	0 0 1 0 5 6	0 0 0 2 12 22 Co 78	0 2 0 0 6 10	1 0 0 4 11 Co 67	0 2 1 0 6 11	0 0 0 8 13	0 4 1 0 9 14	0 0 0 0 1 8 Co 73	0 0 1 0 15 16	0 1 0 1 1 8	0 0 0 0 17 18	1 0 0 1 1 15 Co 68 20	0 1 1 0 5 8 sunt 330	47 23 40 13 170 426 TOTAL 120728 23.587
3 2 0 0 2 7 19 Co 61 15	0 0 1 0 5 6	0 0 0 2 12 22 22 Coo 78 20 155	0 2 0 0 6 10	1 0 0 4 11 Co 67 15	0 2 1 0 6 11	0 0 0 8 13 Co 72 23 182	0 4 1 0 9 14	0 0 0 0 1 8 Co 73 23,	0 0 1 0 15 16	0 1 0 1 1 8 Co 79 277	0 0 0 0 17 18	1 0 0 1 1 15 Co 68 20 143	0 1 1 0 5 8 sunt 330	47 23 40 13 170 426 TOTAL 120728 23.587
3 2 0 0 2 7 19 Ccc 61 15 12	0 0 1 0 5 6	0 0 0 2 12 22 22 Coo 78 20 155	0 2 0 0 6 10 sunt 328 .28	1 0 0 0 4 11 Coo 67 15 148	0 2 1 0 6 11 ount 781 .18	0 0 0 0 8 13 Coo 72 23 182	0 4 1 0 9 14 ount 202 .10 279	0 0 0 0 1 8 Co 73 23.	0 0 1 0 15 16	0 1 0 1 1 8 Ccc 79 27 17	0 0 0 0 17 18 ount 914 7.02 599	1 0 0 1 1 15 Co 68 20 143	0 1 1 0 5 8 sunt 330 .62	47 23 40 13 170 426 TOTAL 120728 23.587 542050
3 2 0 0 2 7 19 Ccc 61 155 122	0 0 1 0 5 6	0 0 0 2 12 22 22 Coo 78 20 155	0 2 0 0 6 10 328 .28 522	1 0 0 4 11 Coo 677 148 Coo 40	0 2 1 0 6 11 2 81 .18	0 0 0 0 8 13 Coo 72 23 182	0 4 1 0 9 14	0 0 0 1 8 Coo 73 233.	0 0 1 0 15 16 unt 61 .99	0 1 0 1 1 8 Ccc 79 27 17:	0 0 0 0 17 18 014 7.02 599	1 0 0 1 1 15 Coo 688 20 143	0 1 1 0 5 8 sunt 330 .62	47 23 40 13 170 426 TOTAL 120728 23.587 542050
3 2 0 0 2 7 19 Ccc 61 155 122	0 0 1 0 5 6 32 .97 753	0 0 0 2 12 22 22 Coo 78 20 155	0 2 0 0 6 10 228 .28 .28 .522	1 0 0 4 11 Coo 677 148 Coo 40	0 2 1 0 6 111	0 0 0 0 8 13 Coo 72 23 182	0 4 1 0 9 14 202 .10 2279	0 0 0 1 8 Coo 73 233.	0 0 1 0 15 16 unt 61 99 980	0 1 0 1 1 8 Ccc 79 27 17:	0 0 0 0 17 18 1014 .02 5599	1 0 0 1 1 15 Coo 688 20 143	0 1 1 0 5 8 8 330 .62 3340	47 23 40 13 170 426 TOTAL 120728 23.587 542050 TOTAL 77209
3 2 0 0 2 7 19 Ccc 61 15 12 Ccc 48	0 0 1 0 5 6 0 5 6	0 0 0 2 12 22 22 Co 78 20 155	0 2 0 0 6 10 28 .28 .28 .522	1 0 0 4 11 Coo 67 15 148 Coo 40 20	0 2 1 0 6 11 .18 .829	0 0 0 0 8 13 Co 72 23 182 Co 43 21	0 4 1 0 9 14 2002 .10 2279	0 0 0 0 1 8 Co 73 233.185 Co 411	0 0 1 0 15 16 16 unt 61 .99 980	0 1 0 1 1 8 Ccc 79 27 17:	0 0 0 17 18 114 102 5599	1 0 0 1 1 15 Coo 688 200 143 Coo 400 29	0 1 1 0 5 8 8 uunt 330 .62 3340	47 23 40 13 170 426 TOTAL 120728 23.587 542050 TOTAL 77209 26677
3 2 0 0 2 7 19 Cco 61 15 12 Cco 48 16	0 0 1 0 5 6 8 32 3.97 753	0 0 0 2 12 22 20 78 20 155 Co 466 24	0 2 0 0 6 10 328 .28 .28 522	1 0 0 4 11 Co 67 15 148 Co 40 20	0 2 1 0 6 11 .18 .829	0 0 0 0 8 13 Coo 722 23 182 Coo 433 21	0 4 1 0 9 14 202 .10 279 57	0 0 0 0 1 8 Co 73 233. 189 Co 41 23	0 0 1 0 15 16 16 18 99 980	0 1 0 1 1 8 Ccc 79 27 17:	0 0 0 17 18 014 02 599	1 0 0 1 1 15 Co 688 20 143 Co 40 29	0 1 1 0 5 8 8 uunt 330 .62 3340	47 23 40 13 170 426 TOTAL 120728 23.587 542050 TOTAL 77209 26677
3 2 0 0 2 7 19 Ccc 48 16	0 0 1 0 5 6 0 5 6 32 3.97 753	0 0 0 2 12 22 20 78 20 155 Co 466 24	0 2 0 0 6 10 328 .28 522	1 0 0 4 11 5 148 Co 40 20	0 2 1 0 6 11 .18 .829 .45	0 0 0 0 8 13 Co 72 23 182 Co 43 21	0 4 1 0 9 14 202 .10 279 57	0 0 0 0 1 8 Co 73 233. 189 Co 41 23	0 0 1 0 15 16 16 19 99 980 1980	0 1 0 1 1 8 Ccc 79 27 17:	0 0 0 17 18 014 	1 0 0 1 1 15 Coo 688 200 143 Coo 400 29	0 1 1 0 5 8 8 uunt 330 .62 3340	47 23 40 13 170 426 TOTAL 120728 23.587 542050 TOTAL 77209 26677
3 2 0 0 2 7 19 Ccc 48 16	0 0 1 0 5 6 8 32 3.97 753	0 0 0 2 12 22 20 78 20 155 Co 466 24	0 2 0 0 6 10 328 .28 .28 522	1 0 0 4 11 5 148 Co 40 20	0 2 1 0 6 11 .18 .829	0 0 0 0 8 13 Co 72 23 182 Co 43 21	0 4 1 0 9 14 202 .10 279 57	0 0 0 0 1 8 Co 73 233. 189 Co 41 23	0 0 1 0 15 16 16 18 99 980	0 1 0 1 1 8 Ccc 79 27 17:	0 0 0 17 18 014 02 599	1 0 0 1 1 15 Coo 688 200 143 Coo 400 29	0 1 1 0 5 8 8 uunt 330 .62 3340	47 23 40 13 170 426 TOTAL 120728 23.587 542050 TOTAL 77209 26677
3 2 0 0 2 7 19 Ccc 48 16	0 0 1 0 5 6 0 5 6 32 3.97 753	0 0 0 2 12 22 20 78 20 155 Co 466 24	0 2 0 0 6 10 328 .28 522	1 0 0 4 11 5 148 Co 40 20	0 2 1 0 6 11 .18 .829 .45	0 0 0 0 8 13 Co 72 23 182 Co 43 21	0 4 1 0 9 14 202 .10 279 57	0 0 0 0 1 8 Co 73 233. 189 Co 41 23	0 0 1 0 15 16 16 19 99 980 1980	0 1 0 1 1 8 Ccc 79 27 17:	0 0 0 17 18 014 	1 0 0 1 1 15 Coo 688 200 143 Coo 400 29	0 1 1 0 5 8 8 uunt 330 .62 3340	47 23 40 13 170 426 TOTAL 120728 23.587 542050 TOTAL 77209 26677
3 2 0 0 2 7 19 Ccc 48 16	0 0 1 0 5 6 0 5 6 32 3.97 753	0 0 0 2 12 22 20 78 20 155 Co 466 24	0 2 0 0 6 10 328 .28 522	1 0 0 4 11 5 148 Co 40 20	0 2 1 0 6 11 .18 .829 .45	0 0 0 0 8 13 Co 72 23 182 Co 43 21	0 4 1 0 9 14 202 .10 279 57	0 0 0 0 1 8 Co 73 233. 189 Co 41 23	0 0 1 0 15 16 16 19 99 980 1980	0 1 0 1 1 8 Ccc 79 27 17:	0 0 0 17 18 014 	1 0 0 1 1 15 Coo 688 200 143 Coo 400 29	0 1 1 0 5 8 8 uunt 330 .62 3340	47 23 40 13 170 426 TOTAL 120728 23.587 542050 TOTAL 77209 26677